## Role Description: Peer Support Volunteer

**Responsible to:** Quadrant Leaders

**Time commitment:** Minimum 2 hours a week.

**Location:** Borehamwood, Letchworth Garden City, Watford, Ware, Bishops Stortford, Dacorum, Waltham Cross

**Who we are:**

Hertfordshire Mind Network is a mental health organisation that promotes mental wellbeing and provides a diverse range of recovery orientated services to residents across Hertfordshire. We are the largest mental health provider in the county and provide support to over 5000 clients every year.

**Purpose of role:**

We are seeking empathetic and understanding volunteers to support clients experiencing mental health issues and to support group facilitators in running Online Learning Sets and Peer Support groups, including face to face groups, once Government guidelines allow. These groups take place weekly on Mondays/Wednesday between 5.30-7.30 and Tuesdays between 1-3 (this group is temporarily postponed).

**Main tasks:**

Supporting the group facilitator you will:

* Join the Zoom call a few minutes early to support the facilitator in making sure everything is running smoothly from technology point of view
* Welcome clients to the group and ensure they are comfortable
* Engage with clients through talking and active listening
* Overlook the chat box and feed it back to the facilitator
* Support the facilitator in delivering the presentation during the Online Learning Sets
* Engage in discussions
* Managing break-out rooms if a client needs 1:1 chat
* Report any safeguarding issues immediately to the facilitator/member of staff
* Signpost clients to other Hertfordshire Mind Network groups, courses and Peer Support, as well as any external services that might be of benefit
* Debrief with the facilitator after each group session

**What we are looking for:**

* Excellent listening and communication skills
* Confident in a group setting and who have a good understanding of group dynamics
* Experience in working with groups (not essential).
* Computer-literate, to support the group facilitator in smoothly running Online Learning Sets and Peer Support groups
* Empathic and non-judgemental individuals with a positive attitude

**What we can offer you:**

* Volunteer Induction Training
* Online e-learning mandatory training
* Other training opportunities through the year
* Quarterly support sessions
* Support from group facilitator and Volunteer Team

**Next steps:**

If you are a current volunteer, then please discuss this further with the Volunteer Team. If you are a new volunteer, then please complete our application form <http://www.hertfordshiremind.org/join-us/volunteering/> or contact **0203 727 3600**